

UTILITY

	2017	2018	2019	2020	2021
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Ameren	-	-	-	-	-
Com Ed	-	-	-	-	-
Mid American	-	-	-	-	-
Public Utility	90 100.0%	46 100.0%	42 100.0%	32 100.0%	27 100.0%
TOTAL ANSWERING	90 100.0%	46 100.0%	42 100.0%	32 100.0%	27 100.0%

Type

	2017	2018	2019	2020	2021
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Residential	-	-	-	-	-
Non-Residential	90 100.0%	46 100.0%	42 100.0%	32 100.0%	27 100.0%
TOTAL ANSWERING	90 100.0%	46 100.0%	42 100.0%	32 100.0%	27 100.0%

Q1. (How would you rate the job that <utility> does on....) Providing electric service overall?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	1 1.1%	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 1.1%	-	-	-	1 3.7%
5	3 3.3%	1 2.2%	-	-	-
6	1 1.1%	1 2.2%	-	1 3.1%	-
7	6 6.7%	3 6.5%	2 4.8%	1 3.1%	2 7.4%
8	17 18.9%	6 13.0%	4 9.5%	6 18.8%	4 14.8%
9	17 18.9%	10 21.7%	10 23.8%	7 21.9%	4 14.8%
10 Excellent	44 48.9%	25 54.3%	26 61.9%	17 53.1%	16 59.3%
0 to 4 (Negative)	2 2.2%	-	-	-	1 3.7%
5 (Neutral)	3 3.3%	1 2.2%	-	-	-
6 to 10 (Positive)	85 94.4%	45 97.8%	42 100.0%	32 100.0%	26 96.3%
9 and 10 (Top Box)	61 67.8%	35 76.1%	36 85.7%	24 75.0%	20 74.1%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	90 100.0%	46 100.0%	42 100.0%	32 100.0%	27 100.0%
MEAN	8.84	9.13	9.43 A	9.19	9.11
MEDIAN	9.00	10.00	10.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q2. (How would you rate the job that <utility> does on....) Providing reliable electric service?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	1	-	-	-	-
4	1.1%	-	-	-	-
5	-	-	-	-	-
6	1	3	-	1	-
7	1.1%	6.7%	-	3.1%	-
8	6	3	2	2	2
9	6.8%	6.7%	4.8%	6.2%	7.4%
10 Excellent	16	6	5	5	3
	18.2%	13.3%	11.9%	15.6%	11.1%
	22	4	8	10	2
	25.0%	8.9%	19.0%	31.2%	7.4%
	42	29	27	14	20
	47.7%	64.4%	64.3%	43.8%	74.1%
0 to 4 (Negative)	1	-	-	-	-
5 (Neutral)	1.1%	-	-	-	-
6 to 10 (Positive)	87	45	42	32	27
9 and 10 (Top Box)	98.9%	100.0%	100.0%	100.0%	100.0%
	64	33	35	24	22
	72.7%	73.3%	83.3%	75.0%	81.5%
TOTAL NON-RESPONSES	2	1	-	-	-
	2.3%	2.2%	-	-	-
TOTAL ANSWERING	88	45	42	32	27
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	9.06	9.18	9.43	9.06	9.48
MEDIAN	9.00	10.00	10.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q3. (How would you rate the job that <utility> does on....) Keeping your electric rates reasonable?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	3 3.6%	2 4.7%	2 5.3%	1 3.2%	3 11.5%
1	3 3.6%	1 2.3%	-	2 6.5%	-
2	1 1.2%	-	-	3 9.7%	-
3	2 2.4%	2 4.7%	1 2.6%	-	-
4	5 6.0%	1 2.3%	2 5.3%	3 9.7%	-
5	10 12.0%	5 11.6%	4 10.5%	2 6.5%	2 7.7%
6	7 8.4%	5 11.6%	-	-	1 3.8%
7	15 18.1%	5 11.6%	4 10.5%	7 22.6%	4 15.4%
8	10 12.0%	9 20.9%	5 13.2%	3 9.7%	9 34.6%
9	8 9.6%	4 9.3%	9 23.7%	2 6.5%	2 7.7%
10 Excellent	19 22.9%	9 20.9%	11 28.9%	8 25.8%	5 19.2%
0 to 4 (Negative)	14 16.9%	6 14.0%	5 13.2%	9 29.0%	3 11.5%
5 (Neutral)	10 12.0%	5 11.6%	4 10.5%	2 6.5%	2 7.7%
6 to 10 (Positive)	59 71.1%	32 74.4%	29 76.3%	20 64.5%	21 80.8%
9 and 10 (Top Box)	27 32.5%	13 30.2%	20 52.6%	10 32.3%	7 26.9%
TOTAL NON-RESPONSES	7 8.4%	3 7.0%	4 10.5%	1 3.2%	1 3.8%
TOTAL ANSWERING	83 100.0%	43 100.0%	38 100.0%	31 100.0%	26 100.0%
MEAN	6.87	6.95	7.63	6.48	7.08
MEDIAN	7.00	8.00	9.00	7.00	8.00
MODE	10.00	8.00	10.00	10.00	8.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q4. (How would you rate the job that <utility> does on....) Keeping the electric system, including power lines and equipment, in good working order?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	1	-	-	-	-
	1.1%	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1	-	-	-	-
	1.1%	-	-	-	-
5	1	2	-	2	-
	1.1%	4.3%	-	6.2%	-
6	1	1	-	-	1
	1.1%	2.2%	-	-	3.8%
7	2	1	1	-	2
	2.3%	2.2%	2.4%	-	7.7%
8	16	8	6	6	5
	18.4%	17.4%	14.3%	18.8%	19.2%
9	27	5	10	10	3
	31.0%	10.9%	23.8%	31.2%	11.5%
10 Excellent	38	29	25	14	15
	43.7%	63.0%	59.5%	43.8%	57.7%
0 to 4 (Negative)	2	-	-	-	-
	2.3%	-	-	-	-
5 (Neutral)	1	2	-	2	-
	1.1%	4.3%	-	6.2%	-
6 to 10 (Positive)	84	44	42	30	26
	96.6%	95.7%	100.0%	93.8%	100.0%
9 and 10 (Top Box)	65	34	35	24	18
	74.7%	73.9%	83.3%	75.0%	69.2%
TOTAL NON-RESPONSES	3	-	-	-	1
	3.4%	-	-	-	3.8%
TOTAL ANSWERING	87	46	42	32	26
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.97	9.17	9.40	9.00	9.12
MEDIAN	9.00	10.00	10.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE

Independent T-Test for Means (equal variances)

Uppercase letters indicate significance at the 95% level.

Q5. (How would you rate the job that <utility> does on....) Minimizing the number of power interruptions lasting LESS than one minute?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	1	-	-	-	-
	1.2%				
1	1	-	-	-	-
	1.2%				
2	-	1	-	-	-
		2.2%			
3	-	1	-	1	-
		2.2%		3.2%	
4	1	-	-	-	-
	1.2%				
5	2	2	1	1	-
	2.4%	4.4%	2.9%	3.2%	
6	1	2	-	-	2
	1.2%	4.4%			8.3%
7	3	2	4	2	1
	3.6%	4.4%	11.4%	6.5%	4.2%
8	29	6	3	6	2
	34.5%	13.3%	8.6%	19.4%	8.3%
9	20	8	10	8	6
	23.8%	17.8%	28.6%	25.8%	25.0%
10 Excellent	26	23	17	13	13
	31.0%	51.1%	48.6%	41.9%	54.2%
0 to 4 (Negative)	3	2	-	1	-
	3.6%	4.4%		3.2%	
5 (Neutral)	2	2	1	1	-
	2.4%	4.4%	2.9%	3.2%	
6 to 10 (Positive)	79	41	34	29	24
	94.0%	91.1%	97.1%	93.5%	100.0%
9 and 10 (Top Box)	46	31	27	21	19
	54.8%	68.9%	77.1%	67.7%	79.2%
TOTAL NON-RESPONSES	6	1	7	1	3
	7.1%	2.2%	20.0%	3.2%	12.5%
TOTAL ANSWERING	84	45	35	31	24
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.50	8.69	9.06	8.77	9.12
MEDIAN	9.00	10.00	9.00	9.00	10.00
MODE	8.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q6. In the past 12 months, how many times has there been a power interruption lasting LESS than one minute at this residence?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Zero times	21 30.0%	9 24.3%	13 38.2%	9 31.0%	17 70.8% ABCD
1 to 2 times	24 34.3% E	14 37.8% E	11 32.4%	9 31.0%	3 12.5%
3 or more times	25 35.7% E	14 37.8%	10 29.4%	11 37.9%	4 16.7%
TOTAL NON-RESPONSES	20 28.6% D	9 24.3%	8 23.5%	3 10.3%	3 12.5%
TOTAL ANSWERING	70 100.0%	37 100.0%	34 100.0%	29 100.0%	24 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q7. (How would you rate the job that <utility> does on....) Minimizing the number of power outages lasting MORE than one minute?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	1	-	-	-	-
	1.2%				
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1	-	-	-	-
	1.2%				
5	2	1	-	1	-
	2.3%	2.3%		3.2%	
6	2	2	-	1	3
	2.3%	4.5%		3.2%	12.0%
7	9	5	4	-	1
	10.5%	11.4%	10.3%		4.0%
8	19	7	5	10	3
	22.1%	15.9%	12.8%	32.3%	12.0%
9	19	9	10	7	6
	22.1%	20.5%	25.6%	22.6%	24.0%
10 Excellent	33	20	20	12	12
	38.4%	45.5%	51.3%	38.7%	48.0%
0 to 4 (Negative)	2	-	-	-	-
	2.3%				
5 (Neutral)	2	1	-	1	-
	2.3%	2.3%		3.2%	
6 to 10 (Positive)	82	43	39	30	25
	95.3%	97.7%	100.0%	96.8%	100.0%
9 and 10 (Top Box)	52	29	30	19	18
	60.5%	65.9%	76.9%	61.3%	72.0%
TOTAL NON-RESPONSES	4	2	3	1	2
	4.7%	4.5%	7.7%	3.2%	8.0%
TOTAL ANSWERING	86	44	39	31	25
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.63	8.84	9.18	8.84	8.92
MEDIAN	9.00	9.00	10.00	9.00	9.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q8. In the past 12 months, how many times has there been a power outage lasting MORE than one minute at this residence?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Zero times	16 20.5%	8 22.2%	9 26.5%	9 28.1%	12 50.0% AB
1 to 2 times	38 48.7%	20 55.6%	16 47.1%	15 46.9%	8 33.3%
3 or more times	24 30.8%	8 22.2%	9 26.5%	8 25.0%	4 16.7%
TOTAL NON-RESPONSES	12 15.4%	10 27.8%	8 23.5%	-	3 12.5%
TOTAL ANSWERING	78 100.0%	36 100.0%	34 100.0%	32 100.0%	24 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q9. When was it? (PROBE: Your outage lasting more than one minute.)

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
4Q this year	16 31.4% B	4 12.9%	-	3 15.0%	1 14.3%
3Q this year	21 41.2%	21 67.7% AE	8 53.3%	9 45.0%	2 28.6%
2Q this year	12 23.5%	3 9.7%	7 46.7% B	5 25.0%	2 28.6%
1Q this year	2 3.9%	3 9.7%	-	2 10.0%	-
4Q last year	-	-	-	1 5.0%	2 28.6%
Prior to 4Q last year	-	-	-	-	-
TOTAL NON-RESPONSES	39 76.5% B	15 48.4%	27 180.0% ABD	12 60.0%	20 285.7% ABD
TOTAL ANSWERING	51 100.0%	31 100.0%	15 100.0%	20 100.0%	7 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q10. How long did this outage last?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	43 70.5% D	25 78.1% D	16 69.6% D	8 36.4%	8 80.0% D
1 to 5 hours	16 26.2%	7 21.9%	7 30.4%	11 50.0% AB	2 20.0%
6 or more hours	2 3.3%	-	-	3 13.6%	-
TOTAL ANSWERING	61 100.0%	32 100.0%	23 100.0%	22 100.0%	10 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q11. How long was the SHORTEST of these outages over one minute?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	33 89.2%	19 100.0% AD	12 100.0% AD	9 69.2%	3 75.0%
1 to 5 hours	4 10.8%	-	-	3 23.1%	1 25.0%
6 or more hours	-	-	-	1 7.7%	-
TOTAL ANSWERING	37 100.0%	19 100.0%	12 100.0%	13 100.0%	4 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q12. And how long did the LONGEST of these outages last?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
less than 1 hour	24 58.5% D	13 61.9% D	6 42.9% D	1 7.7%	4 80.0% D
1 to 5 hours	13 31.7%	5 23.8%	8 57.1% B	10 76.9% ABE	1 20.0%
6 or more hours	4 9.8%	3 14.3%	-	2 15.4%	-
TOTAL ANSWERING	41 100.0%	21 100.0%	14 100.0%	13 100.0%	5 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q13. In the last 12 months, have you experienced any loss or damage due to electrical outages or other electrical problems?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Yes	2 2.3%	2 4.3%	4 9.8%	3 9.4%	1 3.7%
No	86 97.7%	44 95.7%	37 90.2%	29 90.6%	26 96.3%
TOTAL NON-RESPONSES	2 2.3%	-	1 2.4%	-	-
TOTAL ANSWERING	88 100.0%	46 100.0%	41 100.0%	32 100.0%	27 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q14. What sort of loss or damage to electrical equipment or accessories did you suffer?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Loss of perishables (food, etc...)	-	-	-	-	¹ 100.0%
Loss of electrical equipment or accessories	¹ 50.0%	² 100.0%	³ 100.0%	² 66.7%	¹ 100.0%
Interruption of business	² 100.0% D	-	-	¹ 33.3%	-
Injury to self or another person	-	-	-	-	-
Other	-	-	-	-	-
TOTAL NON-RESPONSES	-	-	¹ 33.3%	-	-
TOTAL ANSWERING	² 100.0%	² 100.0%	³ 100.0%	³ 100.0%	¹ 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q15. (How would you rate <utility> at....) Restoring electric service at your business when outages occur?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 1.2%	1 2.3%	-	-	-
5	2 2.4%	1 2.3%	1 2.6%	-	-
6	2 2.4%	1 2.3%	-	-	1 3.8%
7	6 7.1%	4 9.1%	2 5.1%	3 10.0%	-
8	17 20.0%	4 9.1%	4 10.3%	6 20.0%	2 7.7%
9	17 20.0%	8 18.2%	9 23.1%	8 26.7%	9 34.6%
10 Excellent	40 47.1%	25 56.8%	23 59.0%	13 43.3%	14 53.8%
0 to 4 (Negative)	1 1.2%	1 2.3%	-	-	-
5 (Neutral)	2 2.4%	1 2.3%	1 2.6%	-	-
6 to 10 (Positive)	82 96.5%	42 95.5%	38 97.4%	30 100.0%	26 100.0%
9 and 10 (Top Box)	57 67.1%	33 75.0%	32 82.1%	21 70.0%	23 88.5%
TOTAL NON-RESPONSES	5 5.9%	2 4.5%	3 7.7%	2 6.7%	1 3.8%
TOTAL ANSWERING	85 100.0%	44 100.0%	39 100.0%	30 100.0%	26 100.0%
MEAN	8.91	9.02	9.28	9.03	9.35
MEDIAN	9.00	10.00	10.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q16. (How would you rate <utility> at....) Providing information about extended outages?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	2 2.5%	2 4.7%	-	1 3.3%	-
1	2 2.5%	-	-	-	1 4.0%
2	-	-	-	-	-
3	-	-	-	1 3.3%	1 4.0%
4	2 2.5%	2 4.7%	-	1 3.3%	-
5	4 5.0%	6 14.0%	3 7.9%	2 6.7%	-
6	4 5.0%	1 2.3%	-	2 6.7%	-
7	8 10.0%	3 7.0%	1 2.6%	1 3.3%	1 4.0%
8	13 16.2%	4 9.3%	7 18.4%	7 23.3%	2 8.0%
9	11 13.8%	4 9.3%	7 18.4%	5 16.7%	5 20.0%
10 Excellent	34 42.5%	21 48.8%	20 52.6%	10 33.3%	15 60.0%
0 to 4 (Negative)	6 7.5%	4 9.3%	-	3 10.0%	2 8.0%
5 (Neutral)	4 5.0%	6 14.0%	3 7.9%	2 6.7%	-
6 to 10 (Positive)	70 87.5%	33 76.7%	35 92.1%	25 83.3%	23 92.0%
9 and 10 (Top Box)	45 56.2%	25 58.1%	27 71.1%	15 50.0%	20 80.0%
TOTAL NON-RESPONSES	10 12.5%	3 7.0%	4 10.5%	2 6.7%	2 8.0%
TOTAL ANSWERING	80 100.0%	43 100.0%	38 100.0%	30 100.0%	25 100.0%
MEAN	8.16	7.98	8.97 BD	7.90	8.88
MEDIAN	9.00	9.00	10.00	8.50	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE

Independent T-Test for Means (equal variances)

Uppercase letters indicate significance at the 95% level.

Q17. (How would you rate <utility> at....) Being accessible during an outage?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	1 1.2%	1 2.3%	-	-	1 3.7%
2	1 1.2%	1 2.3%	-	-	-
3	1 1.2%	-	-	2 6.7%	1 3.7%
4	2 2.4%	-	-	2 6.7%	-
5	1 1.2%	2 4.7%	2 5.1%	-	-
6	1 1.2%	-	-	1 3.3%	-
7	5 5.9%	5 11.6%	3 7.7%	2 6.7%	2 7.4%
8	19 22.4%	3 7.0%	4 10.3%	5 16.7%	-
9	15 17.6%	7 16.3%	7 17.9%	5 16.7%	8 29.6%
10 Excellent	39 45.9%	24 55.8%	23 59.0%	13 43.3%	15 55.6%
0 to 4 (Negative)	5 5.9%	2 4.7%	-	4 13.3%	2 7.4%
5 (Neutral)	1 1.2%	2 4.7%	2 5.1%	-	-
6 to 10 (Positive)	79 92.9%	39 90.7%	37 94.9%	26 86.7%	25 92.6%
9 and 10 (Top Box)	54 63.5%	31 72.1%	30 76.9%	18 60.0%	23 85.2%
TOTAL NON-RESPONSES	5 5.9%	3 7.0%	3 7.7%	2 6.7%	-
TOTAL ANSWERING	85 100.0%	43 100.0%	39 100.0%	30 100.0%	27 100.0%
MEAN	8.67	8.72	9.13	8.30	8.89
MEDIAN	9.00	10.00	10.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q18. In the past 12 months, have you tried to reach <utility> by phone?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Yes	45 50.6%	29 64.4% E	24 57.1% E	18 58.1% E	8 30.8%
No	44 49.4%	16 35.6%	18 42.9%	13 41.9%	18 69.2% BCD
TOTAL NON-RESPONSES	1 1.1%	1 2.2%	-	1 3.2%	1 3.8%
TOTAL ANSWERING	89 100.0%	45 100.0%	42 100.0%	31 100.0%	26 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q19. What was the reason for your most recent call?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
(To report a power problem, outage, or downed wire)	25 56.8%	17 58.6%	12 50.0%	9 50.0%	3 42.9%
(To stop, start or transfer service)	2 4.5%	-	3 12.5%	3 16.7%	2 28.6%
(To make a payment arrangement or other billing question)	10 22.7%	7 24.1%	6 25.0%	3 16.7%	-
(To get information about locations, programs or services)	5 11.4%	1 3.4%	1 4.2%	-	1 14.3%
(Other)	2 4.5%	4 13.8%	2 8.3%	3 16.7%	1 14.3%
TOTAL NON-RESPONSES	1 2.3%	-	-	-	1 14.3%
TOTAL ANSWERING	44 100.0%	29 100.0%	24 100.0%	18 100.0%	7 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q20. Did you complete your call through an automated telephone response system or speak to a live customer service representative or both?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Automatic Telephone Response System only	5 11.1%	3 10.7%	2 8.7%	2 11.1%	-
Customer Service Rep only	28 62.2%	14 50.0%	12 52.2%	10 55.6%	4 57.1%
Both	12 26.7%	11 39.3%	9 39.1%	6 33.3%	3 42.9%
TOTAL NON-RESPONSES	-	1 3.6%	1 4.3%	-	1 14.3%
TOTAL ANSWERING	45 100.0%	28 100.0%	23 100.0%	18 100.0%	7 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q21. How well did <utility> meet your needs during this phone call?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	2 4.4%	1 3.6%	-	-	-
1	-	1 3.6%	-	-	-
2	-	-	-	-	-
3	-	-	-	-	1 14.3%
4	-	-	1 4.3%	1 5.6%	-
5	3 6.7%	1 3.6%	1 4.3%	1 5.6%	-
6	-	-	1 4.3%	1 5.6%	-
7	1 2.2%	1 3.6%	1 4.3%	-	-
8	3 6.7%	1 3.6%	1 4.3%	2 11.1%	-
9	7 15.6%	3 10.7%	5 21.7%	1 5.6%	1 14.3%
10 Excellent	29 64.4%	20 71.4%	13 56.5%	12 66.7%	5 71.4%
0 to 4 (Negative)	2 4.4%	2 7.1%	1 4.3%	1 5.6%	1 14.3%
5 (Neutral)	3 6.7%	1 3.6%	1 4.3%	1 5.6%	-
6 to 10 (Positive)	40 88.9%	25 89.3%	21 91.3%	16 88.9%	6 85.7%
9 and 10 (Top Box)	36 80.0%	23 82.1%	18 78.3%	13 72.2%	6 85.7%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	45 100.0%	28 100.0%	23 100.0%	18 100.0%	7 100.0%
MEAN	8.87	8.86	8.91	8.89	8.86
MEDIAN	10.00	10.00	10.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q22. Are you aware <utility>... Has a toll-free number to report power outages?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	40 44.9%	15 32.6%	15 38.5%	14 43.8%	14 53.8%
Somewhat familiar	15 16.9%	11 23.9%	11 28.2%	9 28.1%	6 23.1%
Not at all familiar	34 38.2%	20 43.5%	13 33.3%	9 28.1%	6 23.1%
TOTAL NON-RESPONSES	1 1.1%	-	3 7.7%	-	1 3.8%
TOTAL ANSWERING	89 100.0%	46 100.0%	39 100.0%	32 100.0%	26 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q23. Are you aware <utility>... Is available 24 hours a day, seven days a week by phone in the event of a power outage?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	59 65.6%	32 69.6%	25 59.5%	23 71.9%	19 70.4%
Somewhat familiar	17 18.9%	9 19.6%	10 23.8%	7 21.9%	6 22.2%
Not at all familiar	14 15.6%	5 10.9%	7 16.7%	2 6.2%	2 7.4%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	90 100.0%	46 100.0%	42 100.0%	32 100.0%	27 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q24. Are you aware <utility>... Reports information about extended power outages to the news media to keep customers informed?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	36 40.9%	16 37.2%	17 41.5%	14 43.8%	9 34.6%
Somewhat familiar	22 25.0%	12 27.9%	12 29.3%	9 28.1%	5 19.2%
Not at all familiar	30 34.1%	15 34.9%	12 29.3%	9 28.1%	12 46.2%
TOTAL NON-RESPONSES	2 2.3%	3 7.0%	1 2.4%	-	1 3.8%
TOTAL ANSWERING	88 100.0%	43 100.0%	41 100.0%	32 100.0%	26 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q25. Are you aware <utility>... Offers different bill payment options to qualified customers, such as paying a fixed monthly amount?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	45 50.6%	22 48.9%	24 57.1%	19 61.3%	14 51.9%
Somewhat familiar	19 21.3%	16 35.6% C	5 11.9%	7 22.6%	8 29.6%
Not at all familiar	25 28.1%	7 15.6%	13 31.0%	5 16.1%	5 18.5%
TOTAL NON-RESPONSES	1 1.1%	1 2.2%	-	1 3.2%	-
TOTAL ANSWERING	89 100.0%	45 100.0%	42 100.0%	31 100.0%	27 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q26. Are you aware <utility>... Trims trees to reduce the occurrence of power outages?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Very familiar	61 67.8%	39 86.7% A	30 71.4%	24 75.0%	19 70.4%
Somewhat familiar	20 22.2%	5 11.1%	6 14.3%	6 18.8%	5 18.5%
Not at all familiar	9 10.0% B	1 2.2%	6 14.3% B	2 6.2%	3 11.1%
TOTAL NON-RESPONSES	-	1 2.2%	-	-	-
TOTAL ANSWERING	90 100.0%	45 100.0%	42 100.0%	32 100.0%	27 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q27. How would you rate the job that <utility> does on trimming trees to reduce the occurrence of power outages?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	1	-	-	-	-
	1.2%				
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	2	-	-	-	-
	2.5%				
5	3	2	-	2	1
	3.8%	4.8%		6.7%	4.5%
6	2	1	2	-	-
	2.5%	2.4%	5.7%		
7	4	1	3	-	1
	5.0%	2.4%	8.6%		4.5%
8	16	9	8	8	3
	20.0%	21.4%	22.9%	26.7%	13.6%
9	11	8	4	4	1
	13.8%	19.0%	11.4%	13.3%	4.5%
10 Excellent	41	21	18	16	16
	51.2%	50.0%	51.4%	53.3%	72.7%
0 to 4 (Negative)	3	-	-	-	-
	3.8%				
5 (Neutral)	3	2	-	2	1
	3.8%	4.8%		6.7%	4.5%
6 to 10 (Positive)	74	40	35	28	21
	92.5%	95.2%	100.0%	93.3%	95.5%
9 and 10 (Top Box)	52	29	22	20	17
	65.0%	69.0%	62.9%	66.7%	77.3%
TOTAL NON-RESPONSES	1	2	1	-	2
	1.2%	4.8%	2.9%		9.1%
TOTAL ANSWERING	80	42	35	30	22
	100.0%	100.0%	100.0%	100.0%	100.0%
MEAN	8.75	8.98	8.94	9.00	9.32
MEDIAN	10.00	9.50	10.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q28. How would you rate the job that <utility> does on communicating the need for trimming trees?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	1 1.3%	-	-	-	-
1	-	-	-	-	1 4.2%
2	-	1 2.6%	-	-	-
3	1 1.3%	1 2.6%	-	2 6.9%	-
4	1 1.3%	-	-	-	-
5	6 7.9%	2 5.1%	1 2.9%	1 3.4%	-
6	6 7.9%	-	1 2.9%	1 3.4%	1 4.2%
7	7 9.2%	1 2.6%	1 2.9%	1 3.4%	2 8.3%
8	10 13.2%	8 20.5%	6 17.6%	4 13.8%	4 16.7%
9	11 14.5%	7 17.9%	7 20.6%	6 20.7%	2 8.3%
10 Excellent	33 43.4%	19 48.7%	18 52.9%	14 48.3%	14 58.3%
0 to 4 (Negative)	3 3.9%	2 5.1%	-	2 6.9%	1 4.2%
5 (Neutral)	6 7.9%	2 5.1%	1 2.9%	1 3.4%	-
6 to 10 (Positive)	67 88.2%	35 89.7%	33 97.1%	26 89.7%	23 95.8%
9 and 10 (Top Box)	44 57.9%	26 66.7%	25 73.5%	20 69.0%	16 66.7%
TOTAL NON-RESPONSES	5 6.6%	5 12.8%	2 5.9%	1 3.4%	-
TOTAL ANSWERING	76 100.0%	39 100.0%	34 100.0%	29 100.0%	24 100.0%
MEAN	8.30	8.69	9.09	8.62	8.79
MEDIAN	9.00	9.00	10.00	9.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q29. How would you rate the job that <utility> does on preserving the appearance of the trees they trim?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	1 1.2%	-	-	-	-
1	-	-	-	1 3.3%	1 4.8%
2	1 1.2%	-	1 2.9%	1 3.3%	-
3	1 1.2%	1 2.4%	-	1 3.3%	-
4	3 3.8%	-	1 2.9%	1 3.3%	-
5	9 11.2%	3 7.3%	7 20.0%	4 13.3%	2 9.5%
6	2 2.5%	5 12.2%	-	1 3.3%	1 4.8%
7	12 15.0%	3 7.3%	4 11.4%	2 6.7%	2 9.5%
8	20 25.0%	8 19.5%	5 14.3%	5 16.7%	3 14.3%
9	8 10.0%	3 7.3%	2 5.7%	1 3.3%	1 4.8%
10 Excellent	23 28.8%	18 43.9%	15 42.9%	13 43.3%	11 52.4%
0 to 4 (Negative)	6 7.5%	1 2.4%	2 5.7%	4 13.3%	1 4.8%
5 (Neutral)	9 11.2%	3 7.3%	7 20.0%	4 13.3%	2 9.5%
6 to 10 (Positive)	65 81.2%	37 90.2%	26 74.3%	22 73.3%	18 85.7%
9 and 10 (Top Box)	31 38.8%	21 51.2%	17 48.6%	14 46.7%	12 57.1%
TOTAL NON-RESPONSES	1 1.2%	3 7.3%	1 2.9%	-	3 14.3%
TOTAL ANSWERING	80 100.0%	41 100.0%	35 100.0%	30 100.0%	21 100.0%
MEAN	7.75	8.29	7.91	7.63	8.29
MEDIAN	8.00	9.00	8.00	8.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q30. Do you receive a bill from <utility> at this location?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Yes	75 85.2%	38 82.6%	34 82.9%	29 90.6%	25 96.2% AB
No	13 14.8% E	8 17.4% E	7 17.1%	3 9.4%	1 3.8%
TOTAL NON-RESPONSES	2 2.3%	-	1 2.4%	-	1 3.8%
TOTAL ANSWERING	88 100.0%	46 100.0%	41 100.0%	32 100.0%	26 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q31. Do you personally see or handle this bill?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Yes	58 77.3%	34 89.5%	31 91.2% A	28 96.6% AE	19 76.0%
No	17 22.7% CD	4 10.5%	3 8.8%	1 3.4%	6 24.0% D
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	75 100.0%	38 100.0%	34 100.0%	29 100.0%	25 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q32. How would you rate <utility> on providing a bill that makes it easy to tell how much the current month's charges are?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
0 Poor	-	-	-	-	-
1	-	-	-	-	-
2	-	-	-	-	-
3	-	-	-	-	-
4	1 1.7%	-	-	-	-
5	-	-	2 6.5%	2 7.1%	-
6	-	-	-	-	-
7	2 3.4%	2 5.9%	-	-	1 5.3%
8	6 10.3%	3 8.8%	3 9.7%	3 10.7%	1 5.3%
9	8 13.8%	7 20.6%	5 16.1%	3 10.7%	-
10 Excellent	41 70.7%	22 64.7%	21 67.7%	20 71.4%	17 89.5%
0 to 4 (Negative)	1 1.7%	-	-	-	-
5 (Neutral)	-	-	2 6.5%	2 7.1%	-
6 to 10 (Positive)	57 98.3%	34 100.0%	29 93.5%	26 92.9%	19 100.0%
9 and 10 (Top Box)	49 84.5%	29 85.3%	26 83.9%	23 82.1%	17 89.5%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	58 100.0%	34 100.0%	31 100.0%	28 100.0%	19 100.0%
MEAN	9.45	9.44	9.32	9.32	9.74
MEDIAN	10.00	10.00	10.00	10.00	10.00
MODE	10.00	10.00	10.00	10.00	10.00
RANGE	10.00	10.00	10.00	10.00	10.00

Comparison Groups: ABCDE
Independent T-Test for Means (equal variances)
Uppercase letters indicate significance at the 95% level.

Q38. Including yourself, how many employees, both full and part time, do you employ at this location?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
1 to 4 employees	52 61.2%	23 50.0%	26 66.7%	23 71.9% B	15 60.0%
5 to 25 employees	29 34.1%	20 43.5% D	10 25.6%	7 21.9%	8 32.0%
26 to 100 employees	3 3.5%	2 4.3%	3 7.7%	2 6.2%	2 8.0%
over 100 employees	1 1.2%	1 2.2%	-	-	-
TOTAL NON-RESPONSES	5 5.9%	-	1 2.6%	-	2 8.0%
TOTAL ANSWERING	85 100.0%	46 100.0%	39 100.0%	32 100.0%	25 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q39. How many years have you conducted business at this location?

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Up to 5 years	24 28.6% E	9 20.5%	6 14.6%	8 25.0%	2 8.0%
6 to 10 years	8 9.5%	11 25.0% A	6 14.6%	4 12.5%	4 16.0%
11 to 20 years	11 13.1%	5 11.4%	6 14.6%	6 18.8%	4 16.0%
21 to 30 years	15 17.9% B	2 4.5%	6 14.6%	4 12.5%	9 36.0% BD
31 or more years	26 31.0%	17 38.6%	17 41.5%	10 31.2%	6 24.0%
TOTAL NON-RESPONSES	6 7.1%	2 4.5%	1 2.4%	-	-
TOTAL ANSWERING	84 100.0%	44 100.0%	41 100.0%	32 100.0%	25 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.

Q40. Gender by observation.

	2017	2018	2019	2020	2021
	(A)	(B)	(C)	(D)	(E)
Male	38 42.2%	17 37.0%	22 52.4%	16 50.0%	8 29.6%
Female	52 57.8%	29 63.0%	20 47.6%	16 50.0%	19 70.4%
TOTAL NON-RESPONSES	-	-	-	-	-
TOTAL ANSWERING	90 100.0%	46 100.0%	42 100.0%	32 100.0%	27 100.0%

Comparison Groups: ABCDE
Independent Z-Test for Percentages (unpooled proportions)
Uppercase letters indicate significance at the 95% level.